

HELLO CONNECT LLC

ROBOCALL MITIGATION PLAN 2026

Prepared in accordance with Federal Communications Commission (FCC) requirements, the TRACED Act, STIR/SHAKEN obligations, and telecommunications industry compliance standards.

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1. Executive Summary

Hello Connect LLC has established and implemented this Robocall Mitigation Plan as part of its ongoing commitment to protecting consumers, preserving trust in voice communications, supporting lawful telecommunications practices, and complying with all applicable Federal Communications Commission (FCC) regulations relating to illegal robocalling and caller ID spoofing. This document outlines the policies, procedures, compliance controls, customer verification standards, network monitoring protocols, traceback cooperation procedures, and fraud mitigation practices maintained by Hello Connect LLC in connection with its telecommunications operations. The company recognizes the growing threat posed by unlawful robocalls, spoofed caller IDs, scam campaigns, phishing attempts, and telecommunications fraud. Hello Connect LLC is committed to implementing reasonable and effective mitigation measures intended to reduce unlawful traffic, identify suspicious behavior, and support industry-wide efforts to combat illegal robocalling activity.

2. Regulatory Compliance Commitment

Hello Connect LLC is committed to maintaining compliance with all applicable federal telecommunications laws, regulations, and guidance relating to robocall mitigation and telecommunications fraud prevention. The company supports and complies with requirements established by:

- The Federal Communications Commission (FCC)
- The Telephone Consumer Protection Act (TCPA)
- The TRACED Act
- STIR/SHAKEN caller authentication obligations
- Industry traceback cooperation standards
- Applicable telecommunications compliance frameworks

The company continuously reviews evolving telecommunications regulations, compliance expectations, and fraud prevention standards to ensure that operational procedures remain aligned with industry best practices and regulatory obligations.

3. Company Role in the Telecommunications Ecosystem

Hello Connect LLC operates as a telecommunications and voice services provider offering interconnected voice communications services to carrier partners and business customers. The company may originate, terminate, route, exchange, and transport domestic and international telecommunications traffic through interconnected carrier networks and VoIP-based telecommunications systems. Services may include:

- Domestic voice traffic routing
- International voice communications
- SIP trunking and

VoIP services • DID-related telecommunications services • Telecommunications routing and exchange services • Carrier interconnection support Hello Connect LLC does not knowingly originate, facilitate, transmit, or support illegal robocalls, spoofed caller ID traffic, scam campaigns, phishing operations, or fraudulent telecommunications activities.

4. Know Your Customer (KYC) and Customer Verification Program

Hello Connect LLC maintains a detailed Know Your Customer (KYC) and customer verification program designed to reduce the risk of fraudulent telecommunications activity, unlawful robocalling practices, telecommunications abuse, and network misuse. Prior to activating telecommunications services, the company may conduct customer verification procedures including: • Verification of legal business registration • Collection and validation of EIN and FRN information • Review of ownership and business legitimacy • Verification of business contact information • Review of telecommunications use cases • Website and domain verification • Payment method verification • Operational legitimacy review • Compliance screening and fraud review The company reserves the right to deny, suspend, restrict, or terminate services associated with suspicious, misleading, fraudulent, unlawful, or non-compliant telecommunications activity. Equivalent compliance expectations may also be applied to interconnected carriers, vendors, and upstream service providers.

5. Full STIR/SHAKEN Compliance

Hello Connect LLC maintains a fully STIR/SHAKEN-enabled telecommunications infrastructure in compliance with applicable FCC caller authentication requirements. The company supports STIR/SHAKEN authentication protocols and maintains procedures intended to preserve the integrity and authenticity of caller identification information throughout the transmission process. Hello Connect LLC: • Authenticates caller identity information where applicable • Passes STIR/SHAKEN identity headers without unauthorized modification • Preserves attestation levels throughout the call path • Monitors suspicious, unsigned, or improperly authenticated traffic • Reviews traffic activity for spoofing indicators • Maintains caller authentication integrity controls • Supports industry-wide efforts intended to reduce unlawful robocalls and telecommunications fraud The company does not knowingly originate or facilitate unlawful spoofed traffic and actively monitors its network for suspicious caller authentication behavior.

6. Traffic Monitoring and Network Analytics

Hello Connect LLC maintains proactive network monitoring systems and analytics-based review procedures intended to identify suspicious telecommunications behavior and unlawful robocalling activity. Traffic monitoring procedures may include analysis of:

- High-volume calling activity
- Sequential dialing behavior
- Short duration traffic spikes
- Unusual traffic routing behavior
- Abnormal call completion ratios
- Invalid or suspicious ANI presentation
- Geographic traffic anomalies
- Fraud-related signaling characteristics
- Repetitive call behavior
- Telecommunications abuse indicators

Traffic identified as potentially harmful, abusive, unlawful, suspicious, or fraudulent may be investigated, restricted, blocked, suspended, or terminated where appropriate. The company continuously reviews network activity and operational traffic behavior to identify potential compliance risks and fraudulent telecommunications patterns.

7. Fraud Prevention and Blocking Measures

Hello Connect LLC maintains internal fraud prevention procedures intended to identify, mitigate, and reduce telecommunications abuse, network misuse, caller ID spoofing, scam-related traffic, and unlawful robocalling activity. Fraud mitigation measures may include:

- Blocking suspicious caller IDs
- Restricting suspicious traffic sources
- Monitoring known fraud indicators
- Investigation of abnormal traffic patterns
- Restricting suspicious telecommunications behavior
- Monitoring customer traffic usage
- Investigation of high-risk traffic activity
- Review of suspicious signaling behavior
- Restricting fraudulent telecommunications routes

The company may utilize internal systems, third-party analytics tools, compliance resources, traceback-related information, and fraud detection methodologies to support telecommunications fraud prevention efforts.

8. Do-Not-Originate (DNO) Protection Measures

Hello Connect LLC utilizes practical and continuously updated Do-Not-Originate (DNO) protections designed to prevent unlawful caller ID spoofing and fraudulent robocalling activity. The company maintains procedures intended to block calls originating from:

- Invalid telephone numbers
- Unallocated or unassigned numbers
- Inbound-only numbers
- Numbers not authorized to originate outbound calls
- Emergency and government-related numbers where outbound origination is not permitted
- Telephone numbers associated with suspicious or fraudulent activity
- Numbers identified as spoofed or

unauthorized • Invalid caller identification information Hello Connect LLC utilizes reasonable and up-to-date DNO methodologies intended to identify and block unauthorized, invalid, spoofed, and non-authenticated telephone numbers at the network level whenever appropriate. The company continuously reviews and updates DNO-related protections as part of its broader robocall mitigation and fraud prevention framework.

9. Traceback Cooperation and Response Commitment

Hello Connect LLC cooperates fully with traceback investigations and lawful regulatory inquiries relating to illegal robocalling activity, spoofed traffic, scam campaigns, telecommunications abuse, and telecommunications fraud. The company commits to responding to all traceback requests from the Industry Traceback Group (ITG), the Federal Communications Commission (FCC), law enforcement agencies, and authorized regulatory authorities within twenty-four (24) hours of receipt. Upon receipt of traceback notices or suspicious traffic reports, the company may: • Review relevant traffic activity • Investigate customer usage patterns • Restrict or suspend suspicious traffic • Terminate services where appropriate • Preserve compliance-related records • Cooperate with lawful enforcement requests • Conduct operational compliance reviews • Investigate signaling and routing activity The company maintains procedures designed to ensure timely review and response to traceback requests and telecommunications compliance inquiries.

10. National DNC and TCPA Compliance

Hello Connect LLC expects all customers, interconnected providers, and telecommunications partners to comply with National Do Not Call (DNC) requirements, the Telephone Consumer Protection Act (TCPA), and applicable FCC telemarketing regulations. Customers are responsible for: • Maintaining lawful telecommunications practices • Obtaining appropriate consumer consent where required • Following DNC compliance obligations • Avoiding unlawful automated calling campaigns • Complying with applicable telemarketing regulations • Maintaining lawful customer communications practices Violations of telecommunications compliance obligations may result in enforcement action, traffic restrictions, suspension, termination of services, or cooperation with regulatory investigations where appropriate.

11. Recordkeeping and Compliance Oversight

Hello Connect LLC maintains internal records and operational compliance procedures relating to: • Customer onboarding and verification • Traffic monitoring and analytics • Traceback investigations • Fraud prevention activities • Telecommunications operational reviews • Compliance enforcement actions • Customer traffic investigations • Telecommunications security monitoring Compliance procedures are periodically reviewed and updated to align with evolving FCC regulations, industry standards, telecommunications security concerns, caller authentication obligations, and robocall mitigation requirements. The company remains committed to maintaining effective internal compliance procedures designed to support lawful telecommunications operations and protect consumers from unlawful robocalling activity.

12. Responsible Officer

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13. Compliance Statement

Hello Connect LLC remains committed to protecting consumers, supporting lawful telecommunications operations, maintaining industry compliance standards, and implementing effective robocall mitigation procedures designed to prevent illegal telecommunications activity. The company will continue monitoring network activity, reviewing operational procedures, cooperating with traceback requests, maintaining caller authentication integrity, and supporting industry-wide efforts intended to combat unlawful robocalling and caller ID spoofing. Hello Connect LLC is committed to maintaining compliance with applicable FCC robocall mitigation requirements, telecommunications regulations, and evolving industry compliance expectations.

Prepared for FCC Robocall Mitigation Database (RMD) compliance, carrier review, telecommunications regulatory review, and KYC compliance purposes.